

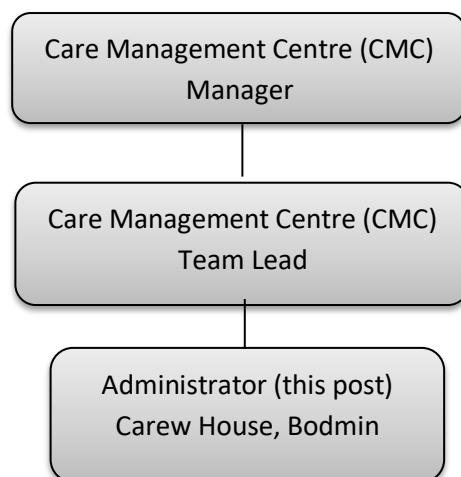
Job Description

Job Title	Administrator
Salary Band	Band 2
Division/Service Line	Children's Services
Department	Speech & Language Team

Job Overview

The post holder will work within the SLT admin main office, helping to provide an effective and timely day to day administrative support to the Clinical teams. This includes but not restricted to: arranging appointments, correspondence including letters and reports as directed, diary management, scanning and entering confidential information on to computer systems.

Organisational Chart



Communication and Key Working Relationships

The post holder will be required to communicate and work with:

- Families and Carers of the referred children
 - Area Admin Offices and Teams
 - Clinicians within the services and external stakeholders
 - All Staff within the CFT Children's Services Departments
 - All staff within the Cornwall Health Care Community
 - The post holder will be attentive and courteous at all times to all callers, both internal and external to the Service
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- Provide a responsive and approachable 'front line' function for Children and Young People's Services, acting as a point of contact for staff in accessing the service
- Liaise with staff, service users, public, other Trusts and various organisations on behalf of the service
- Typing and word processing correspondence, reports and letters as required
- To act as an information resource for other members of the team

Planning and Organising

- To use relevant communication skills to deal with difficult and distressing situations
- Sort and prioritise incoming and outgoing mail
- To ensure messages and urgent information are communicated clearly and efficiently
- To help service meetings as required – set up rooms, refreshments
- To make room and venue bookings as requested

IT Systems and Processes

- To book appointments for the clinical teams and respond to requests for changes and alterations
- To ensure filing and efficient office systems are used and maintained including electronic record system
- Create and send emails and faxes as required
- Notify relevant records departments about any change of address of families and request/return records of families who move in or out of the area
- Order, receive and maintain general supplies and any health promotion resources
- Order, receive and allocate appropriately service user specific supplies as requested
- Maintain databases as required
- To comply with all relevant Trust Policies and Procedures in exercising the duties of the role

Administrative

- To answer the telephone, giving and taking information accurately, dating and recording where necessary, ensuring information is relayed where appropriate
- To participate in audits as required
- Carry out other administrative duties as required
- Undertake photocopying and collating of documents
- To undertake any other general office duties that are appropriate to the post in support of the Service

Additional Information

Code of Conduct

The post holder is required to comply with all relevant Code of Conducts for the role. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients, their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

Confidentiality and Data Protection Act

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 1998. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

Safeguarding Children and Vulnerable Adults

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

Personal Development

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

Risk Management and Health and Safety

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

Infection Prevention and Control

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

Location/Mobility

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

Equal Opportunities

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

Review of the Job Description

This is a generic job description and is intended as an outline of the general area of activities. It may be amended in light of the changing needs of the organisation, in which case it will be reviewed.

Rehabilitation of Offenders Act

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.

Person Specification

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Salary Band	Band 2
Division/Service Line	Children's Services
Department	Speech & Language Team

Role Requirement	Essential	Desirable
<i>Education and Qualifications</i>		
GCSEs or equivalent (A-C) in Maths and English	✓	
RSA II word processing or equivalent	✓	
RSA II Audio Typing or Equivalent	✓	
NVQ 2 Administration or Equivalent	✓	
<i>Experience</i>		
Administrative Experience of Working in a Complex Office Environment	✓	
Previous Team Administrative Experience	✓	
Record Keeping		✓
Data – Protection/Information Governance		✓
Experience in Using NHS Software Packages i.e. RiO		✓
Previous NHS or Local Authority Experience		✓
<i>Skills and Aptitude</i>		
Good Communication/Interpersonal Skills	✓	
Understanding of Confidentiality	✓	
Good Organisational & Office Skills e.g. Telephone	✓	
Ability to Understand Trust Procedures and Policies relating to the Role	✓	

Ability to Organise and Prioritise own Workload	✓	
Ability to Work in a Team	✓	
Ability to Work with Spreadsheets & Databases	✓	
Understanding of Children's Services		✓
<i>Personal Qualities</i>		
Professional Attitude & Presentation	✓	
Self-Motivated	✓	
Flexible Approach to Work	✓	
<i>Other</i>		
Demonstrates evidence of Trust "CARE" values	✓	
Ability to travel independently where required	✓	
Disclosure and Barring Service check satisfactory to the Trust	✓	
Occupational health clearance satisfactory to the Trust	✓	
This role may be deemed as an Information Asset Owner in line with the Trust Information Risk Policy		